

FREQUENTLY ASKED QUESTION #10: HOW DO I CHECK ON THE STATUS OF MEDICAL AUTHORIZATIONS AND BILL PAYMENTS?



The Department of Labor (DOL) uses ACS, a private contractor, to process all medical authorization and bill payment requests. On-line information and tools are available to assist you and your health care provider in obtaining the following information:

- **Check Eligibility** – Learn if Authorization is required for a particular procedure.
- **Check Authorization** - Learn if authorization has been approved without calling ACS or waiting for an authorization letter.
- **Check Bill Payment** - Learn status of submitted bills and requests for reimbursement.
- **Check Enrollment Status** – Medical providers may enroll on-line in the ACS as well as check the status of their previously submitted enrollment request:

ACS Webpage Links:

- **Enrollment Status:** <https://owcp.dol.acs-inc.com/portal/inquiry/provEnrollStatus.do>
- **Frequently Asked Questions about ACS:** <https://owcp.dol.acs-inc.com/sso/faq.do>
- **Contact Information:** <https://owcp.dol.acs-inc.com/sso/acsContactInfo.do>

ACS Phone Numbers:

- **Bill Payment/Medical Treatment Authorization:** Specific bill payment and treatment and authorization information may also be obtained by calling 850-558-1818.
- **General Inquiry:** A toll-free Interactive Voice Response System (IVR) with general medical information is available at 866-335-8319.

DOL Webpage Link:

- <http://www.dol.gov/esa/regs/compliance/owcp/CBPOutreach.htm>

**Questions? Contact the ARC WC Specialist at (304) 480-8229
or email questions to WorkersComp@bpd.treas.gov**